

# KEPRO

## MaineCare Member ASO Information

---

The Department of Health and Human Services (**DHHS**) has selected **KEPRO** as an Administrative Services Organization (ASO). We help manage some **MaineCare** mental health and substance use services.

### **Who is KEPRO and what do they do?**

**Kepro** is a leading quality improvement and care management organization. Founded in 1985, **Kepro** offers innovative and outcome focused solutions to reduce unnecessary use of health care resources, and optimize the quality of care for its clients. Their goal is to maximize members' quality of life and ensure greater cost savings for members and clients.

### **How does this affect me?**

Since 2007, **Kepro** has been reviewing mental health and substance abuse services to make sure they are the right type, at the right time and for the right length of time. **Kepro** works with DHHS, providers and **MaineCare** members to help make mental health and substance abuse services in Maine better.

Your choice of providers does not change. If you have been eligible for MaineCare, you are still eligible for **MaineCare**. This does not change.

### **What if I have a question?**

You can call **KEPRO** toll-free at 1-866-521-0027. For the deaf or hard of hearing, TTY at 1-855-810-9728. The office is open Monday-Friday 8:00 a.m.- 6:00 p.m. After business hours phone coverage is provided for urgent questions or concerns.

**KEPRO** will employ a full time Member liaison who will be there to answer questions, assist with information and problem solve if needed.

**KEPRO** also has a Member Services Department to help with any questions or information.

### **What if I do not agree with a decision by KEPRO?**

Email KEPRO at [AppealsME@kepro.com](mailto:AppealsME@kepro.com)

*Additional Resources available at [www.qualitycareforME.com](http://www.qualitycareforME.com) or [www.kepro.com](http://www.kepro.com)*